

**PY 2004 FEDERAL REEMPLOYMENT SERVICES PERFORMANCE REPORT****STATE:** *New York***DATE:** *November 28, 2005***STATE SPECIFIC PERFORMANCE REPORT:**

*Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.*

**Background:** The following provides a summary of the NYS Federal PY 2004 Reemployment Services Grant program design as outlined in the original approved federal grant:

- ❖ The PY 2004 federal Reemployment Grant funds were combined with the existing State funded Reemployment Services Program in support of the State's overall, statewide Reemployment Program efforts. This strategy allowed us to improve the quantity and quality of the statewide reemployment services under the existing program and to assist with efforts to improve program effectiveness.
- ❖ The overall program goal is the delivery of early intervention service strategies aimed at assisting UI customers in returning to work as early in the claim period as possible by a focus on job search/placement assistance and job development strategies
- ❖ The grant outlined a number of program improvements planned for implementation during PY 2004, including:
  - Implementation of a new Re-Employment Operating System (REOS)
  - Continued focus on Accountability/Performance, including the development of new tracking tools and management reports

Note that there were no specific outcome goals stated in the grant.

## Summary of Actual Accomplishments/Program Performance:

In analyzing the program performance we tracked data for the overall total Reemployment Services Program, which combined both State and Federal dollars. The attached analysis, therefore, starts with the overall program performance and then prorates the program results back to the federal and state grants based on funding percentages, as follows:

PY 2004 State Funded expenditures	\$ 40,360,014 (96.12%)
PY 2004 Federal Funded expenditures	\$ 1,628,477 (3.88 %)
Total PY 2004 State/Federal expenditures	\$ 41,988,491 (100%)

The following summarizes key PY 2004 program performance data for the period July 1, 2004 – June 30, 2005:

	Combined PY 2004 Program Results	State Funded Share (96.12%)	Federally Funded Share (3.88%)
1. Total Eligible Claimants Served	286,327	275,218	11,109
2. Total Received Reemployment Services Orientation (RSO) <1	218,420	209,945	8,475
3. Of those in Row 2, the # Employed in Qtr after the RSO Qtr	119,457	114,822	4,635
4. Entered Employment Rate ( Row 2 / Row 3)	54.7%	54.7%	54.7%
5. Cost per Entered Employment (Row 3/ Total Expenditures)	\$351.50	\$351.50	\$351.50

The chart below provides a comparison of the PY 2004 data presented above to results reported for the PY 2003 NYS Federal Reemployment Services Grant. Note, however that the method of analyzing the grant performance in PY 2004 has changed, so the previously reported performance data reported in PY 2003 is not directly comparable. (See footnotes following the chart which highlight the differences between PY 2003 and PY 2004 grant performance definitions)

	PY 2003	PY 2004	Variance (% Variance)
1. Total Customers Served – Total Federal and State Program	296,953	286,327	-10,626 (- 3.6%)
2. Federal Grant Funded Share	4.01%	3.88%	- .13 (- 3.24%)

3. Federal Grant Funded Total Customers Served	11,908	11,109	- 799 (- 6.7%)
4. Total Received Reemployment Services Orientation (RSO)	7,925 <1	8,475	+550 (+6.9%)
5. Entered Employment Rate	N/A ( 53%) <2	54.7% <2	N/A (+ 1.7%)
6. Of those in Row 2, the # Employed in Qtr after the RSO Qtr Total Entered Employment	N/A (4,200) <3	4,635	N/A (+435) (+10.35%)
7. Cost per EE based on Row 4/ Total Expenditures	N/A (\$387.73) <3	\$351.50	N/A (-\$36.23) (-9.3%)

**Footnotes:**

<1 Total Received RSO was not reported on the PY 2003 federal grant narrative but was 7,925.

<2 The PY 2004 Entered Employment Rate (EER) of 54.7% was calculated only for the customers receiving an RSO and was defined as the number that earned wages in the quarter subsequent to the quarter in which they attended the RSO which would generally be the first (or enrolling) service. The PY 2003 reported EER was based on the total customers and used the federally defined EER measure per the 9002 reports.

<3 Rows 4 and 5 were not reported on the PY 2003 federal grant narrative and are not readily available. The numbers shown above are extrapolated based on Row 2 Total customers receiving an RSO and the total EER reported on the PY 2003 grant narrative.

The total number of federal grant participants served declined 6.7%; this is due to a few factors. The decrease reflects both a year-to-year decline in the number of new UI claims filed in New York State (a decline in the total pool of customers to be served) as well as a decrease in the proportion of the total program funded from federal dollars.

While the overall number of UI customers declined 6.7%, the number of customers that attended the Reemployment Services Orientation (the first or enrolling service in the program design) increased by 6.9%.

We also note increases in the total numbers and rate of Entered Employment as well as a decrease in the calculated cost per Entered Employment from the previous year. (Although exact comparative figures for PY 2003 were not available, we have extrapolated comparative PY 2003 figures using the EER originally reported as explained in the chart footnotes.)

We conclude that the NYS PY 2004 Federal Reemployment Grant results illustrate an effective use of funds given the economic climate, at an average cost of only \$351.50 per entered employment.

In addition to the outcome data presented above, also note the program improvements made, as compared to the planned activities presented in the original grant submittal (as bulleted in the background section above):

- Phase 1 of the new Reemployment Operating System (REOS) went into production in June 2005. This system provided significant benefits/enhancements as follows:
  - A single user interface, integrating current multiple, independent software applications into one integrated system
  - A statewide, comprehensive database for UI Reemployment Services customers that tracks customer appointments, activities, services, and outcomes
  - Automated system linkages providing up-to-date data from both the UI and ES (OSOS) systems thus minimizing duplicate data entry and maximizing data sharing
  - REOS database integrated with ESS Scheduling/Letter Generation functions
  - Automated weekly import of new customers into REOS (replaces time consuming ESS weekly download process)
  - Advance search, sort, filter capabilities
  - Elimination/replacement of outdated mainframe application
- Initial Training was provided statewide to Reemployment Services program staff across the state in the use of REOS.
- Efforts are ongoing to continue to enhance REOS and to provide additional training to staff in the use of this new tool.

The federal Reemployment Services Grant dollars have assisted in these continuing efforts to provide an effective UI Reemployment Services Program. The program improvements made should result in greater efficiencies as staff become more familiar with these tools.